ITCD

HQ Domain Passwords
Frequently Asked Questions (FAQs)
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What is an HQ domain password?

Your domain password is also known as an NDC or Account Password. For typical Windows users at NASA, this is the password used to log in to your Windows desktop or laptop system. For both Windows and Mac users, this password is used to access NOMAD, Agency SharePoint, and ShuttlePortal.

How do I change my HQ domain password on a Windows computer?

1. Press **Ctrl**+**Alt**+**Delete**. A Windows Security window will be displayed containing several buttons at the bottom of the window.

2. Click **Change Password**...

   You will receive a "Smartcard error" about Smartcard drivers. This is Windows trying to change your PIN, not your password.

3. Click **Other Credentials**, and then select your NDC Domain account to change your password.

4. Enter your current password in the **Old Password** field.

5. Enter your new password in the **New Password** field and again in the **Confirm New Password** field.

6. Click **OK.**

How do I change my HQ domain password on a Macintosh?

Using OS X (10.6 or later)

1. Click **System Preferences** | **Accounts**.

2. Click **Change Password**.

> Be sure to do the password change while connected to the center network. Using this System Preferences method to change the password will ensure that your NDC password and Keychain password are changed at the same time, keeping them in sync.

Using OS X (10.7 or newer)

1. Click **System Preferences** | **Users and Groups**.

2. Click **Change Password**.

> Be sure to do the password change while connected to the center network. Using this System Preferences method to change the password will ensure that your NDC password and Keychain password are changed at the same time, keeping them in sync.

How do I change my HQ domain password Remotely on Windows?

1. Connect to Headquarters via Secure Nomadic Access (SNA), or Virtual Private Network (VPN).

2. Go to the HQ Domain Password Assistant Web page.

3. Enter your domain (HQ), username, current password, and new password twice in the appropriate fields.

4. Click **OK** to change your password, **Cancel** to cancel the password change or **Reset** to clear the form and start over.

> If the steps above do not work, visit https://managemyndc.nasa.gov. This site allows you to change your HQ domain password and does not require SNA or VPN.

How do I change my HQ domain password Remotely on Macintosh?

1. Connect to Headquarters via AnyConnect.

2. Go to the HQ Domain Password Assistant Web page (Macintosh users must use the Safari Web browser).

3. Enter your domain (HQ), username, current password, and new password twice in the appropriate fields.

4. Click **OK** to change your password, **Cancel** to cancel the password change or **Reset** to clear the form and start over.

> If the steps above do not work, visit https://managemyndc.nasa.gov. This site allows you to change your HQ domain password and does not require VPN.

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What if I don't use my HQ domain password to log in to my computer?

Visit the Manage My NDC Website (https://managemyndc.nasa.gov) for instructions on how to change your password.

What are the HQ domain password requirements?

Your new password **must** comply with the following Federal Desktop Core Configuration (FDCC) requirements:

- The password must have a <u>minimum</u> of 12 characters.

- The password must contain <u>at least one</u> character from <u>at least</u> <u>three of the four</u> following sets of characters:

    o Uppercase Letters (A, B, C, etc.)
    o Lowercase Letters (a, b, c, etc.),
    o Special Characters (~, !, @, #, $, etc.)
    o Numbers (1, 2, 3, etc.).

- You may not reuse any of your **previous 24** passwords.

It is important to remember that the password you use is **case sensitive**, meaning that the system "knows" the difference between an uppercase "A" and a lowercase "a."

Who should I call if I have trouble changing my workstation password?

If you forgot your password, it expired, or is locked, or if you cannot complete the password reset process, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

Why am I being asked to change my HQ domain password?

To maintain compliance with the Federal Desktop Core Configuration (FDCC) and NASA Procedural Requirements (NPR) 2810.1A, all NASA computer users must periodically change their passwords. The NPR 2810.1A provides guidance and requirements for password complexity.

How often will I be asked to change my workstation password?

For the NASA IT resources accessed using your HQ Domain password, the password lifetime is 60 days. Therefore, the new password you set will automatically expire in 60 days. You will be asked to change your password every 60 days and will receive notification via e-mail to do so. Failure to change the password by the due date will result in the account being disabled. To have your account reset if it has been disabled, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

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How can I create a strong password?

- Use more than the minimum of one symbol or number.

- Use a varying combination of lowercase and uppercase letters.

- Use more than 12 letters or symbols. Hackers try short words first.

- Use two words that normally don't go together that are separated by a punctuation mark or number.

- Use the first letters of a phrase you can remember with numbers and special characters.

The intent is to create passwords that are not easy to guess and are also difficult to crack using hacker software tools. Passwords should not be created from an easily guessed word such as your name, user ID, employee ID, or any variation thereof (backwards, changing case, etc.), or be coined from any word referring to anything personal about you, such as the name of your spouse, child, pet, favorite football team, or favorite literary character.

What more can I do to keep my new password secure from hackers?

- **Properly protect password records**. If you must keep a record of your passwords, seal the list in an envelope and place it in a locked desk drawer or overhead bin. Do not record them on sticky notes on walls, monitors, or under keyboards. Do not write them down in your Rolodex or on your calendar. These are the first places people will look if they are trying to steal your password.

- **Never share your password with others**. Your passwords are for your use only. Do not share them with anyone. This includes trusted co-workers, family members, and your manager. There are ways to share information, calendars, and e-mail without disclosing your passwords. Contact your IT POC or contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

- **Avoid typing your password when another person is looking** over your shoulder or otherwise watching you type.

- **Change your passwords regularly**. Don't wait until you have to change your password. If you believe your password might have been compromised, change it immediately!

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:
http://itcd.hq.nasa.gov/faqs.html

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